

Administrative Notice Sanaa, Yemen

February 02, 2011

Number:10/11

Subject: Job Vacancy (ACS Caseworker)
Distribution: All interested candidates

OPEN TO: All interested candidates

POSITION: American Citizen Services Caseworker

OPENING DATE: February 02, 2011

CLOSING DATE: February 16, 2011

WORK HOURS: Full-time; 40 hours/week

SALARY: *Ordinarily Resident:
- FSN – 07 (Trainee Level) US \$ 11,914 per annum starting salary plus US \$3,500 approx. in benefits and allowances.
-FSN-08 (Full performance level) US \$ 13,426 per annum starting salary plus 4,000 in benefits and allowances

NOTE: ALL ORDINARILY RESIDENT APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy, Sana'a is seeking an individual for the position of an **American Citizen Services (ACS) Caseworker** within its organization.

BASIC FUNCTION OF POSITION:

Incumbent focuses on support to the American Citizen Services section through new case screening, application preparation, and case management. Incumbent applies a set of complicated guidelines including U.S. law, consular regulations (7 FAM) and established section policies.

MAJOR DUTIES AND RESPONSIBILITIES:

ACS Assistant and ACS Caseworker: 100%

Serves as a Case Worker/Case Manager, handling multiple cases that require the incumbent to analyze and research issues that often take considerable time to resolve, and then take actions to resolve cases independently or with a Consular Officer.

Frequently required to work outside of the normal place of work, such as assisting consular officers on jail and hospital visits, or independently meeting with officials of correction facilities, hospitals, adoption agencies, courts, and other offices.

Develops and maintains effective working level contacts with outside officials in order to facilitate the assigned casework.

Maintains records which may include citizenship registration, welfare and whereabouts information, passport records, federal benefits records, birth and death records, adoption records, warden system, data community resources, and other records.

Accountable for controlled consular items such as official seals, blank passports, and reports of birth.

Responsible for managing own case files, which may include criminal and health records, court orders, custody decrees, adoption records, Personally Identifiable Information (PII) on U.S. citizens, warden lists and similar.

Gives subject matter advice on American Citizen Services to others regarding the policies and procedures of the Mission, as well as USG policies and procedures that relate to the assigned ACS function or sub-function(s).

Is a primary point of contact with host government and non-government agencies such as airlines, children's welfare organizations, medical facilities, courts, law enforcement, immigration officials, prison and corrections officials, and attorneys.

Advises clients, officers and external officials (law enforcement, attorneys) on local criminal law, immigration law and regulations, and general legal questions related to nationality and legal rights.

QUALIFICATIONS REQUIRED:

A. Education:

A university degree; or the applicant may submit 2 years of Consular or 4 years of Embassy experience in lieu of the required degree.

B. Prior Work Experience:

The following prior experience is essential: administrative/government and/or service/para-professional. The position requires a minimum of two years, but typically three years, of progressively responsible office experience involving the application of complex regulatory material relating to Consular ACS functions and sub-functions.

C. Post Entry Training:

Completion of the Consular Correspondence Course in Special Consular Services.

D. Language Proficiency:

(Speak/read): Arabic and English Fluent at Level IV.

E. Job Knowledge:

The incumbent must have an in-depth understanding of subject matter of all or most American Citizen Services functions and sub-functions and how they relate to post Consular program and Consular Section's client base. As such, the jobholder is expected to give subject matter advice to others regarding the policies and procedures of the Mission, as well USG policies and procedures that relate to the assigned ACS function or sub-function.

F. Skills and Abilities:

Basic keyboard / data entry, basic numerical, and standard IT software; must use and understand software applications and consular systems.

G. Intellectual Skills:

Must read, understand, and apply complex regulatory material including 7 FAM, U.S. regulations regarding citizenship, marriages, births and deaths abroad; internal operating procedures of the post Consular section/sub-section, host-country legal and social policies and procedures, as well as have a good understanding of U.S. immigration and visa laws and regulations that relate to ACS work.

SELECTION PROCESS

When fully qualified, U.S. citizen eligible family members (USEFMs) and U.S. veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an overall summary rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed Not Ordinarily Resident (NORs) employees hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold an FSN security clearance.

TO APPLY

Interested candidates for this position must submit the following for **consideration** of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (see *Appendix B*); **or**
3. A combination of both, i.e., Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Human Resources Office

Attention: Samira Istrola
Dahr Himyar
Sa'awan Street
Sanaa, Yemen

Email Address: hrosanaa@state.gov

FAX: 967-1-303182

CLOSING DATE FOR THIS POSITION: February 16, 2011

The U.S. Mission in Sanaa, Yemen provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

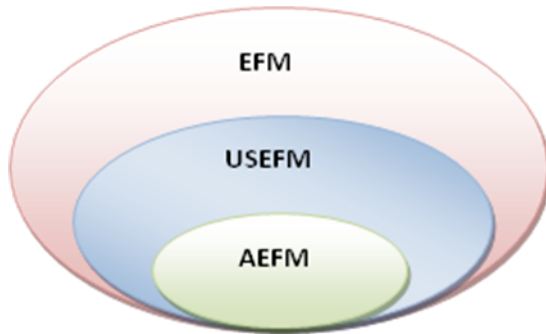
The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Drafted: AAbdulsalam

Cleared: SHanifen

Approved: TRenner

Appendix A DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S. citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. **Eligible Family Member (EFM):** An individual related to an employee in one of the following ways:
 - Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
 - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
 - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
 - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
2. **U.S. Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
 - U.S. citizen; and,
 - EFM (see above) at least 18 years old; and,
 - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under Chief of Mission (COM) authority, or at an office of the American Institute in Taiwan; and either:
 - a. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
 - b. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.
3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a family member appointment for purposes of Mission employment:

- Is a U.S. citizen; and
 - Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
 - Is listed on the travel orders or approved Form OF-126, *Foreign Service Residence and Dependency Report*, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
 - Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
 - Does not receive a Foreign Service or Civil Service annuity
4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. A MOH is:
- Not an EFM; and,
 - Not on the travel orders of the sponsoring employee; and,
 - Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the local compensation plan (LCP).

6. **Ordinarily Resident (OR)** – A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the LCP.

Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the Universal Application for Employment.

Failure to do so will result in an incomplete application.

- A. Position title
- B. Position grade
- C. Vacancy announcement number (if known)
- D. Dates available for work
- E. First, middle, & last names, as well as any other names used
- F. Current address, day, evening, and cell phone numbers
- G. U.S. citizenship status (*Yes or No*) & status of permanent U.S. resident (*Yes or No*; if yes, provide number)
- H. U.S. Social Security number and/or identification number
- I. Eligibility to work in the country (*Yes or No*)
- J. Special accommodations the Mission needs to provide (*Yes or No*; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. government vehicle, driver's license class / type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their name, relationship, & agency, position, location)
- N. U.S. eligible family member and veteran's hiring preference
- O. Education
- P. License, skills, training, membership, & recognition
- Q. Language skills
- R. Work experience
- S. References